Measuring People Satisfaction

Annual Staff Survey is good but......

• **You have to wait a year before you can tell if anything's improved**

• **You only get a snapshot - influenced by the timing / circumstances of the survey**

• **It's done by someone else - "The Company". Measures are most effective when they're owned by the people concerned.**

Local Measurement - Principles

- Regular & frequent (monthly / Quarterly)

- Quick & easy - use existing opportunity (Team Meetings?)

- Some diagnostic indicators

- Generic format - for use in any business unit.

- Anonymous / untraceable to individuals

- No "knee-jerk reactions"

Dimensions of People Satisfaction

Purpose   *"I understand our objectives and my part in them"*

Belonging   *"I enjoy being part of this team"*

Capability   *"I have all the skills I feel I need"*

Attitude   *"I am full of enthusiasm"*

Support   *"I get the support I need"*

Fulfillment   *"My work is varied and challenging"*

SATISFACTION QUESTIONNAIRE

Indicate the extent to which you agree or disagree with each of the following statements:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I understand our objectives and my part in them	☐	☐	☐	☐	☐
I enjoy being part of this team	☐	☐	☐	☐	☐
I have all the skills I feel I need	☐	☐	☐	☐	☐
I am full of enthusiasm	☐	☐	☐	☐	☐
I get the support I need	☐	☐	☐	☐	☐
My work is varied and challenging	☐	☐	☐	☐	☐

Overall, how satisfied are you with your current job?

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
☐	☐	☐	☐	☐

From the following list, circle the TWO things you would like more of in your work, which would increase your level of satisfaction the most:

HELP   MONEY   TIME   TRAINING   FUN   VARIETY   PURPOSE   EQUIPMENT

RECOGNITION   SOCIAL INTERACTION   INVOLVEMENT   FREEDOM   AUTHORITY

GUIDANCE   INFORMATION   RESPONSIBILITY   MOTIVATION   CO-OPERATION

TEAM SPIRIT   PEACE   ENERGY

People Satisfaction Index

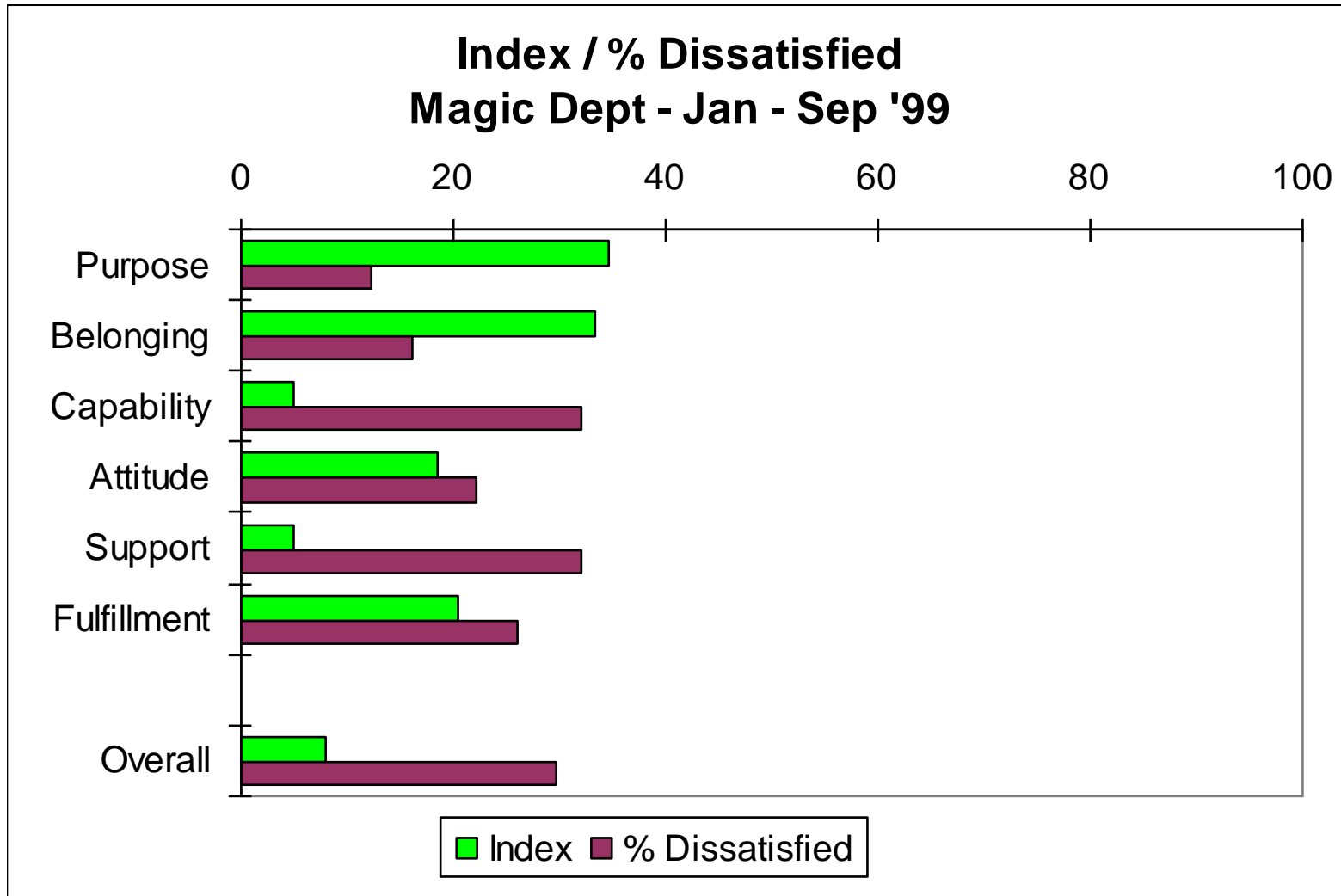|	Most Positive Answer	Positive Answer	Neutral Answer	Negative Answer	Most Negative Answer
Question....	+100	+50	0	-50	-100

Example Output - Overall Response Profile

Magic Dept - Response Profile - Jan - Sep '99
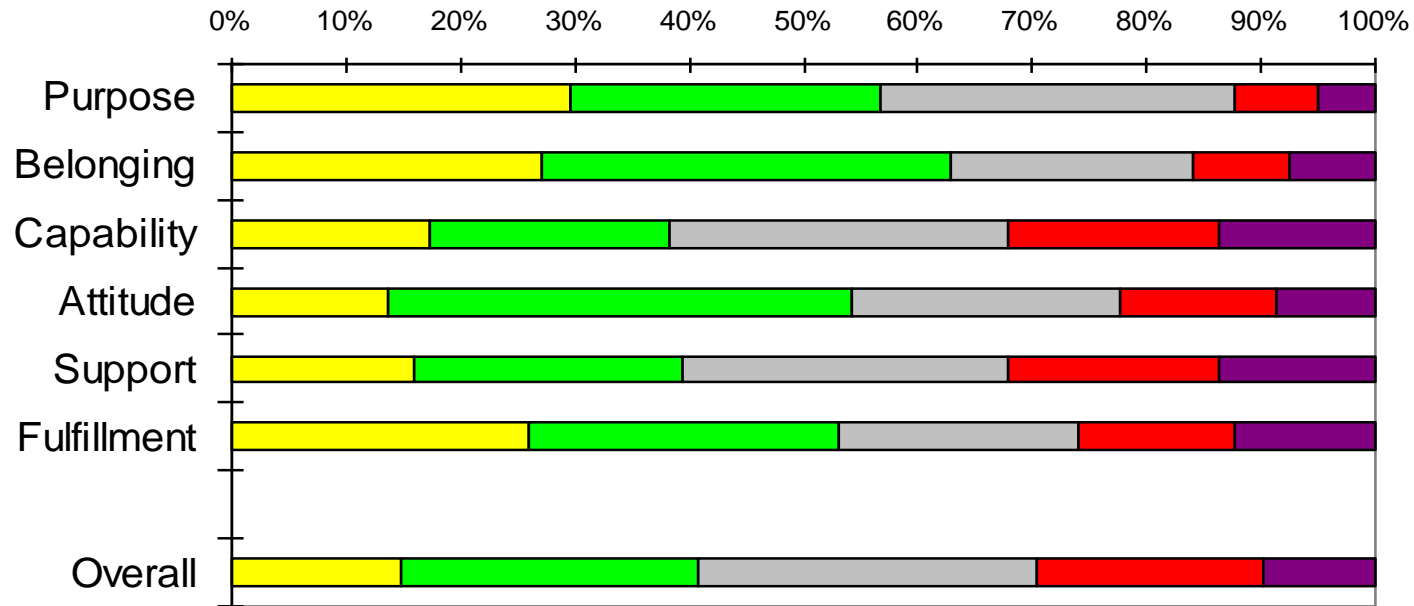
Legend:
- Strongly Agree / V.Satisfied
- Agree / Satisfied
- Neither
- Disagree / Dissatisfied
- Strongly Disagree / V.Dissatisfied

Example Output - Summary Profile

Index / % Dissatisfied
Magic Dept - Jan - Sep '99

Categories (top to bottom): Purpose, Belonging, Capability, Attitude, Support, Fulfillment, Overall

Legend: ■ Index ■ % Dissatisfied

X-axis: 0, 20, 40, 60, 80, 100

Example Output - Overall Satisfaction

Overall Satisfaction Index - Magic Dept.
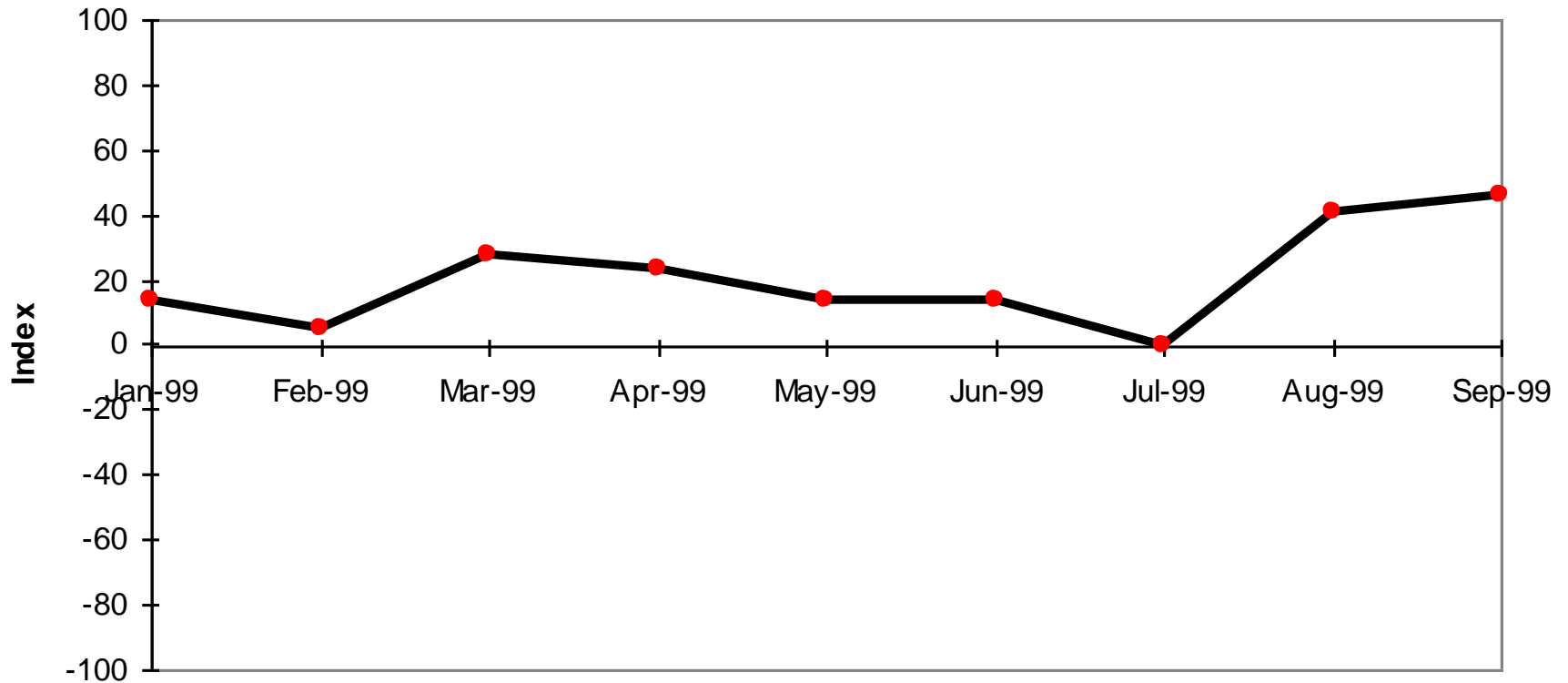
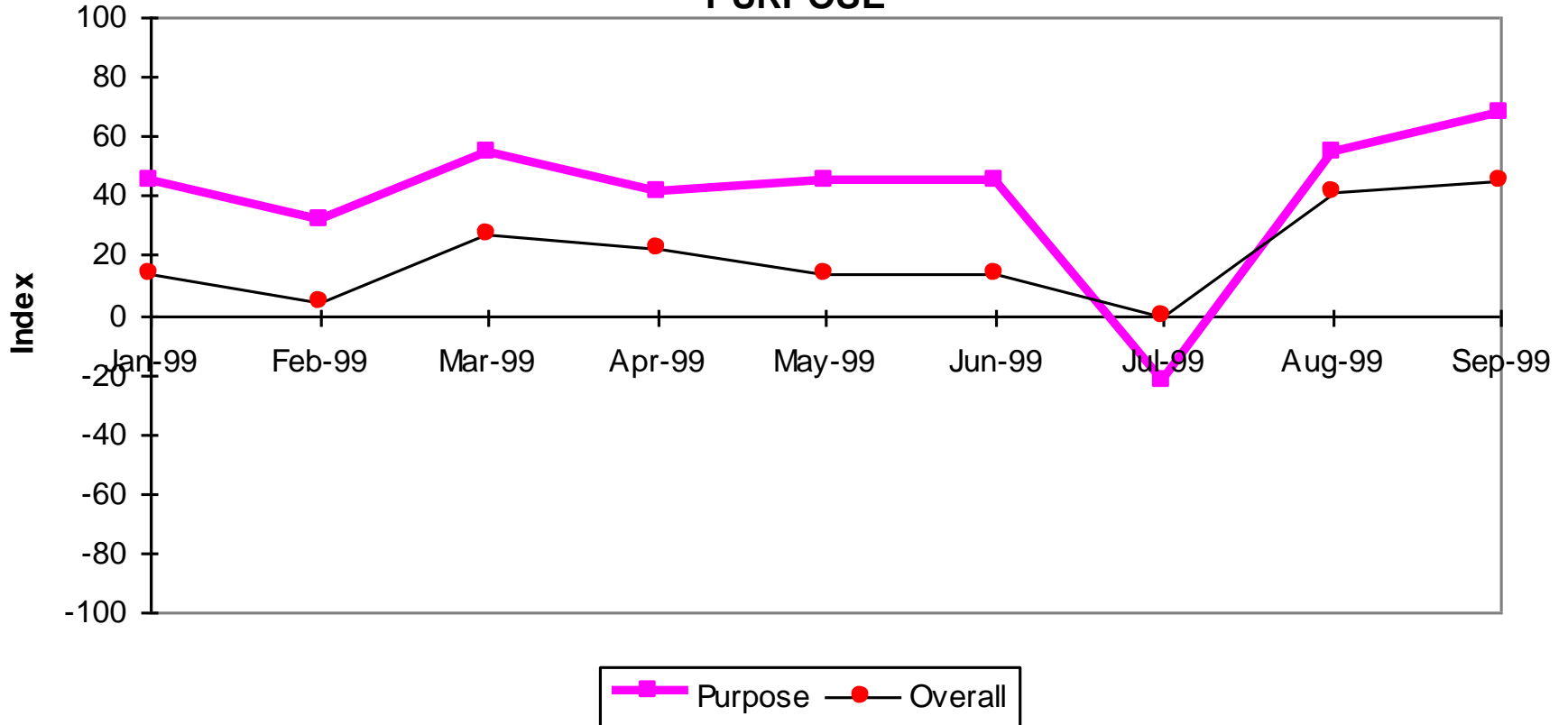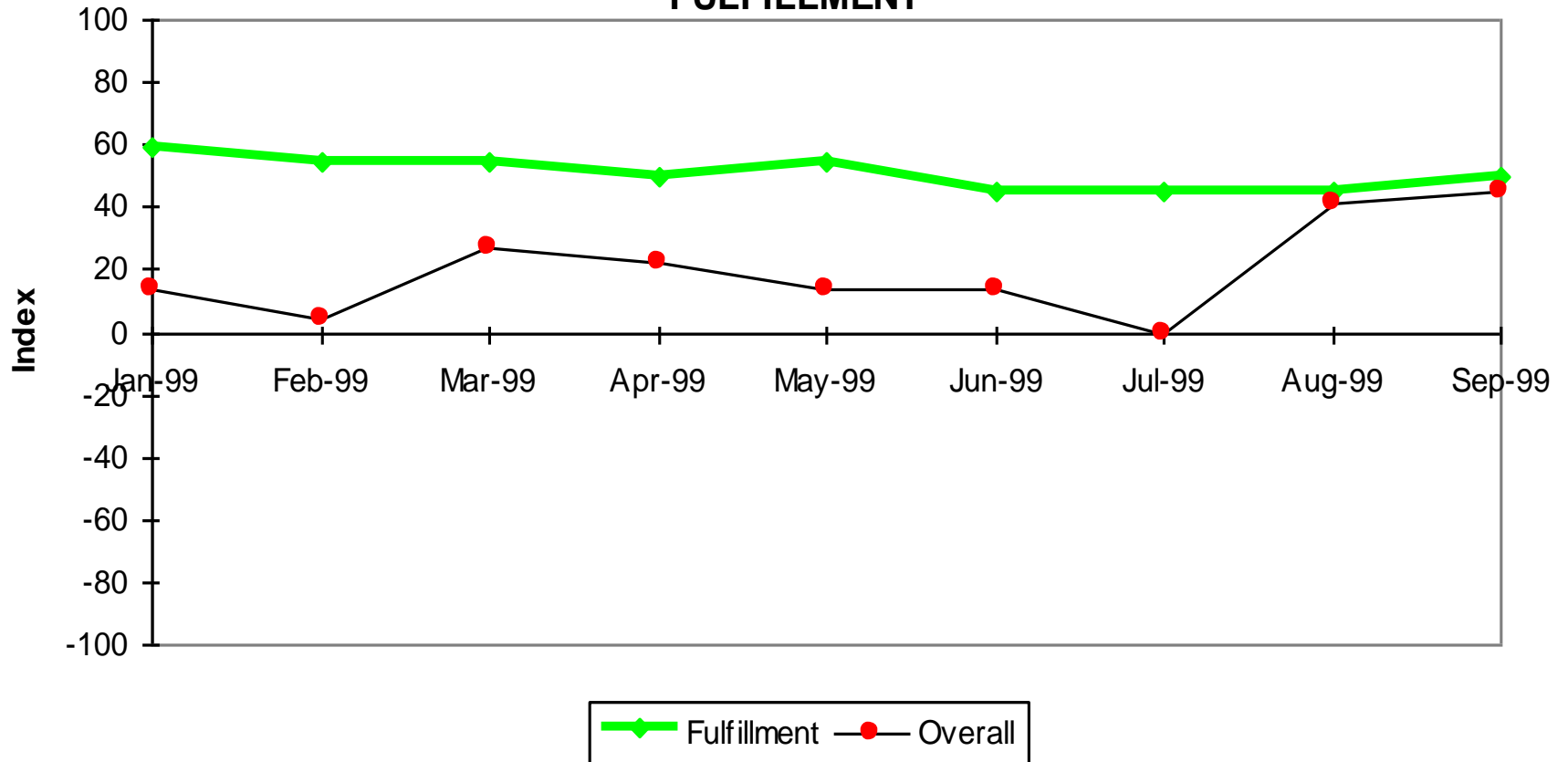# Example Output - Specific Dimension

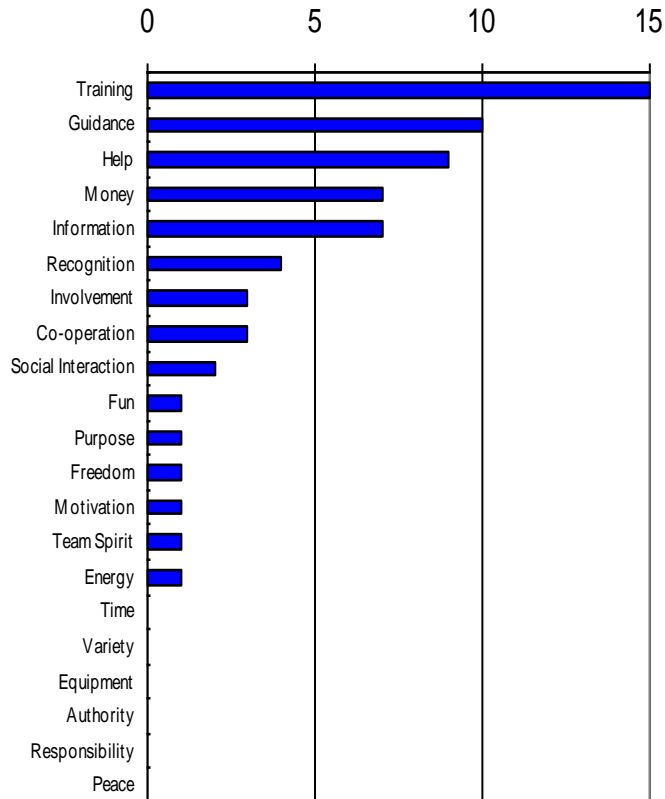Satisfaction Index - Magic Dept.
PURPOSE

Example Output - Specific Dimension

Satisfaction Index - Magic Dept.
FULLFILLMENT

Example Output - Diagnostics

Magic Dept.- Diagnostics - Jan - Feb '99

Category	Value
Training	15
Guidance	10
Help	9
Money	7
Information	7
Recognition	4
Involvement	3
Co-operation	3
Social Interaction	2
Fun	1
Purpose	1
Freedom	1
Motivation	1
Team Spirit	1
Energy	1
Time	0
Variety	0
Equipment	0
Authority	0
Responsibility	0
Peace	0

Magic Dept. - Diagnostics - Jun'99

Category	Value
Purpose	8
Information	7
Training	5
Guidance	4
Motivation	4
Help	2
Involvement	2
Money	1
Recognition	0
Co-operation	0
Social Interaction	0
Fun	0
Freedom	0
Team Spirit	0
Energy	0
Time	0
Variety	0
Equipment	0
Authority	0
Responsibility	0
Peace	0